

Office of Science (SC) Information Technology Customer Group (ITCG)
Meeting Summary
August 25, 2004

Agenda

- Previous Action Items (Oyler)
 - P Drive Working Group (Eckstrand)
 - Password Reset Update (Centeno)
- Support Center Items (Campbell)
- Permanent Laptop Security Update (Murphy)
- Other

Previous Action Items	Status
<ul style="list-style-type: none"> Jeff Toquinto to provide information regarding visible changes associated with the upgrade to Exchange 2003 after additional testing. 	Complete
<ul style="list-style-type: none"> ITCG members interested in participating in ENS testing to e-mail Bobbi Griffin. 	Complete
<ul style="list-style-type: none"> Kathi Centeno to provide a status on efforts to correct SBIR reports that are duplicating elements when printed. 	Complete
<ul style="list-style-type: none"> ITCG members to provide Steve Eckstrand the names of folders, including sub-directories, they would like to use for their respective program offices as part of the P drive reorganization effort. Names of office administrators also to be provided. 	Two offices replied
<ul style="list-style-type: none"> Kathi Centeno to follow up with Bill Nay regarding the use of DOE badge numbers as a possible way to verify users' identities when requesting an SC HQ network password reset. 	Complete

New Actions from the August 25 Meeting	Assigned To
<ul style="list-style-type: none"> Steve Eckstrand to develop a draft message to the program offices that will officially implement the new P drive policy. The message will include the names of the sub-directories to be created for each office. 	Steve Eckstrand
<ul style="list-style-type: none"> Regarding the password reset policy, Kathi Centeno agreed that alternative approaches would be developed for those who do not use voice mail. 	SC-41
<ul style="list-style-type: none"> Carolyn Murphy asked that ITCG members remind those in their offices who have permanently assigned laptops of a maintenance recall issued Aug. 19. 	ITCG

Previous Action Items (Oyler)

The following action items from the August 11 meeting were reported on:

- Regarding the Exchange 2003 Upgrade project, Bobbi Griffin confirmed that at this time it is expected that the implementation will be transparent to SC HQ users. Griffin stated that testing will be completed in September. The only difference will be a new look and address for Outlook Web Access.
- Griffin also explained that testing of the Emergency Notification System (ENS) took place last Friday and Monday. Not all of the identified workstations received the test messages; therefore, additional work and testing will be done to resolve this issue. This work includes assistance from the OCIO. Implementation of ENS was originally planned for August 27. This will be delayed by a week or more.
- Kathi Centeno reported that recent incidents of SBIR reports duplicating entries when printed was confirmed not to be related to the implementation of the Crystal Reports upgrade. The timing was coincidental. Centeno stated that a fix has been developed

and approved by Debbie Greenwalt. The next step will be to test the fix in AIM and obtain Debbie's approval again. Implementation is expected in the next week or two.

- Steve Eckstrand reported that only two offices responded to him with requests for P drive folders beyond an initial sub-directory. *Eckstrand said he would develop a draft message to the program offices with a list of the sub-directories for approval by the ITCG at the next meeting.* The message also will detail how to implement the new P drive policy, including the initial 30 day period to delete files or transfer them into a program office sub-directory. Upon approval the message will be sent to the program offices. Eckstrand reminded the group that each office will have flexibility within their sub-directory to create as many additional folders as they like.
- Kathi Centeno explained that she followed up with Bill Nay regarding the use of DOE badge numbers as a mechanism to identify SC HQ users who call the Helpdesk to request a new network password. Ultimately, it was clarified that the security office is the owner of the badge number data. To this end, Centeno said she will continue to contact Dale Dixon with security. She also pointed out that badges for contractors are processed through the Chicago office, so coordination would have to take place with them as well.

In addition, Centeno explained that Steve Tulo had done some additional research regarding other options, including what other offices do. The OCIO does not have a password reset policy and relies on trusting those who call their support desk. NNSA asks users to provide the last four digits of their Social Security number and their mother's maiden name. New users provide this information when filling out a user profile form. Information from existing users at the time the policy was instituted was collected over time over the phone. Therefore, there was no paper collection process.

Another option that was identified is to have the Helpdesk call the user's DOE phone and leave a temporary password on their voice mail. Users' would be encouraged to immediately delete the message after retrieving it. Centeno added that this would work for callers inside and outside of the office. In addition, it offers an extra layer of protection in users having to enter their voice mail password to retrieve the message from the Helpdesk. It was pointed out that in some cases special concerns would need to be addressed. For example, all AD/ODs may not regularly use their voice mail themselves, if at all. Jane Hiegel offered the example of those who may have their phone rollover to another phone. Todd Harding expressed that the Helpdesk would have to exercise flexibility with a few special folks, in SC-1 for example. Steve Eckstrand noted that additional assistance may need to be given to those who are on foreign travel as well, as they may have difficulty calling into the voice mail system. The group did concur that the process was a good idea assuming the special considerations discussed are taken into account. *Centeno agreed that she would pursue alternative approaches for those who didn't use voice mail.*

Support Center Items (Campbell)

Kevin Campbell explained that Jeff Toquinto was on vacation and that he would report on his behalf. Campbell highlighted the following:

- The Exchange User List was provided. Campbell noted that a few users were nearing 400,000 and asked that ITCG members please let them know.
- Alefiah Hussain has been hired to fill the Helpdesk position left by Jesse Hudlow.
- The next maintenance outage is pending at this time due to budget work that is currently being done.
- Network issues that affected the 2nd floor F Wing last week seem to have been resolved. The issues were identified as being related to the recent switch to Gigabit Ethernet. SCSC has not received any calls this week.
- Campbell asked that ITCG members let their offices know that new flat screen monitors should not be cleaned with products that contain alcohol, etc. (i.e. Windex). He

suggested a soft cloth and water. Anything else may damage the monitors, which cost approximately \$450 each.

Permanent Laptop Security (Murphy)

Carolyn Murphy noted that two handouts had been distributed prior to the meeting for review and comment by the ITCG. The first was an e-mail to formally announce the monthly maintenance process to ensure that laptops are current with latest security updates. The second was a red-line draft of a revised Loaner Pool Terms and Conditions form.

Steve Eckstrand asked if it is feasible to ask for all permanent laptops to be turned in on the same day (as proposed), or if it might be easier to stagger certain offices on certain days through each month. Murphy said this point would be kept in mind, but that experience has shown that all of the laptops will not come in on the same day anyway due to schedules, etc. In addition, an e-mail reminder will be sent prior to each due date as well. Kathi Centeno noted that assigned laptops at Forrestal will be handled independently.

Murphy also stated that a maintenance recall had been sent out last Thursday to those who have permanently assigned laptops and that they had not all been received yet. *She asked that ITCG members remind those in their offices who have assigned laptops of the recall.*

Other

- Kathi Centeno provided additional information regarding the Gigabit Ethernet project. She explained that the new primary switches had been installed and implemented for Forrestal and Germantown and that everything had gone smooth. Work being done now includes transferring Germantown corridor switches to the Gigabit Ethernet. These corridor switches will be updated next year. As a result of this recent work, an unacceptable disruption occurred that impacted the work of Ralph Delorenzo. About a week passed before the issue was resolved. However, resolution meant a loss of redundancy. Work is being done to reinstate this redundancy. In addition, all other lines associated with the corridor switches will be re-certified to ensure no additional issues occur.
- Regarding eXCITE, Centeno stated that talks are taking place at the highest levels and that she will keep the group informed as she receives information.
- Steve Eckstrand expressed that there are a few people in the Fusion office that like the OAG travel service; and although he has not used it himself, he does experience problems with the Carlson service. Eckstrand said he believed that more people may be interested in using OAG if they knew about it. In response, Todd Harding stated that SC-1 would not pay for OAG, but that each program office could make a decision if they would like to pay for it out of their own program funds. This is in part because of several free services that are also available that provide similar information.

Name		Organization	Contact Information
Oyler	Dean	SC-20	3-6394
Murphy	Carolyn	SC-40	3-2158
Centeno	Kathi	SC-41	3-5472
Harding	Todd	SC-1	6-2086
Stodolsky	Marvin	SC-72	3-4475

Eckstrand	Steve	SC-55	3-5546
Koegel	David	SC-7	6-8831
Hiegel	Jane	SC-31	3-5800
Lang	Donna	SC-20	3-4360
Racek	Penny	SC-67	3-3760
Griffin	Barbara	SC-41	3-0396
Forsythe	Todd	SC-41	3-6409
Campbell	Kevin	SC-41	3-1215
Tulo	Steve	SC-41	3-4379